

BLACKSTONE GAS COMPANY

SQI ANNUAL REPORT

2001

Benchmarks, Standard Deviations, and Supporting Calculations

- I.**
 - A. Telephone Service Factor**
 - B. Service Appointments Met As Scheduled**
 - C. On-Cycle Meter Readings**
 - D. Consumer Division Cases**
 - E. Billing Adjustments**
 - F. Response to Odor Calls**
 - G. Lost Work-Time Accident Rate**
- II. Capital Expenditures**

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I. A. Telephone Service Factor

Emergency Call Data – Not Available Prior to 2002

Non-Emergency Calls – Not Available Prior to 2002

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I. B. Service Appointments Met As Scheduled

Data collection started in November 2001.

	Service Appointments	Met As Scheduled
November	63	63
December	66	66

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I. C. On-Cycle Meter Reading

BENCHMARK	95.4%	
Historical Data Used to Set Benchmark	2001	97.2%
	2000	96.5%
	1999	92.3%
	1998	95.7%
Average Standard Deviation Calculation Penalty Range Offset Range	95.4%	

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I. D. CONSUMER DIVISION CASES

BENCHMARK	1.1	CASES***
Historical Data	2001	2
Used to Set Benchmark	2000	2
	1999	1
	1998	0*
	1997	1
	1996	0*
	1995	**
	1994	0
	1993	2
Average	1.1	
Standard Deviation Calculation		
Penalty Range		
Offset Range		

* Not indicated in available written data; provided orally by the Director of Consumer Division on 3/1/02.

** Data not available

*** All data is based on total annual cases. Blackstone Gas Company has less than 1,000 residential customers.

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I. E. Billing Adjustments

BENCHMARK	0
Historical Data	2001 0 per 1000 customers
Used to Set Benchmark	2000 0 per 1000 customers
	1999 0 per 1000 customers
	1998 0 per 1000 customers
	1997 0 per 1000 customers
	1996 0 per 1000 customers
	1995 0 per 1000 customers
	1994 0 per 1000 customers
Average	0 per 1000 customers
Standard Deviation Calculation	0 per 1000 customers
Penalty Range	0 per 1000 customers
Offset Range	Not Applicable

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I. F. Response to Odor Calls

BENCHMARK	95%
Historical Data	2001: 100%
Average Penalty Range in 1% Increments Offset Range in 1% Increments	100%

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I. G. Lost Work Time Accident Rate Data Sheet

Blackstone Gas Company has had no lost time due to accidents or injuries for the period 1992-2001.

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II. Capital Expenditures – 2001

Blackstone - Rathbun St. Main Replacement – Cast Iron

1200' – 2" @ .47	\$ 564.00	
1600" – 4" @ 1.58	2,528.00	
10 Svces @ \$300.00	3,000.00	
Police Detail	1,682.45	
Asphalt	1,864.00	
Sand	274.39	
2800" Tape & Wire \$55M	154.00	
		TOTAL: \$10,066.84

Bellingham – New Extension – Allens Way – 12 new homes

2200" – 2" @ .47	\$1,034.00	
5 Svces @ 300.00	1,500.00	
2200" Tape & Wire \$55M	121.00	
Sand	1,437.50	
		TOTAL: \$4,092.50

Bellingham - Center St. – New Extension – 50 new homes

5200" 4" pipe @ 1.58	\$8,216.00	
4 Svces @ 300.00	1,200.00	
Police Detail	2,564.52	
Asphalt	1,566.62	
Sand	1,077.52	
5200" Tape & Wire @ 55M	286.00	
		TOTAL: \$14,910.66

TOTAL CAPITAL EXPENSE: \$29,052.00

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**BLACKSTONE GAS COMPANY
SUPPORTING CALCULATIONS**

MARCH 1, 2002